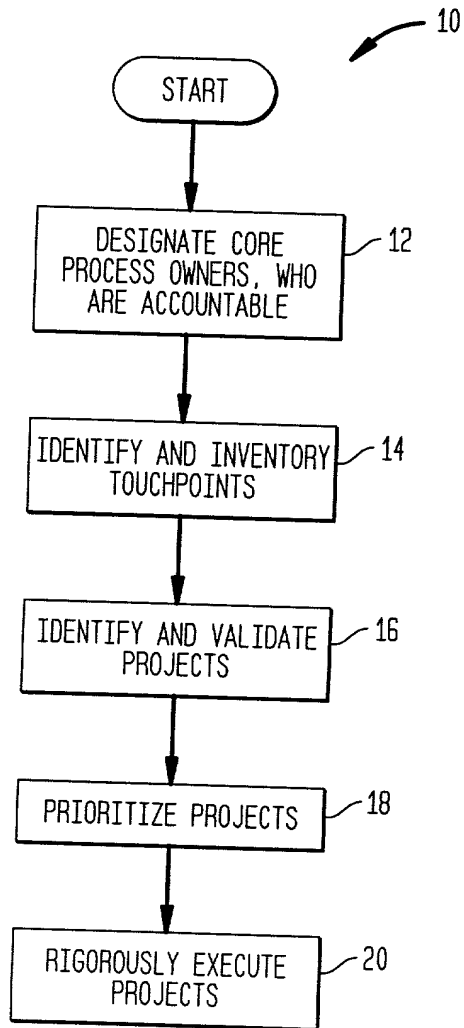


FIG. 1



2/42

FIG. 2

30

32 CORE PROCESS	34 CORE PROCESS OWNER
CAPITAL MARKETS	ZOLLO, JIM
COMPLIANCE	JOHNSON, DEBBIE
CORPORATE SERVICES	JACOBS, JERRY
E-BUSINESS	NASTASI, RICH
EXECUTIVE	MANN, TOM
FINANCE	WEILAND, TED
GROWTH	STOCKTON, DMITRI
HR	RABITZ, JOANNE
INVESTMENTS	WEILAND, TED
LEGAL	MILLER, GARY
MARKETING	FAIN, LEWIS
MISSED	JACOBS, JERRY
OPERATIONS & U/W	RAMSEY, WARREN
QUALITY	DOBBINS, RICK
RISK	MARSICO, SAM
SALES	REEVES, HANK
SOURCING	GANGEMI, FRANK
SYSTEMS	LELY, DEB
UK MI	NOTT, EDDIE

FIG. 3

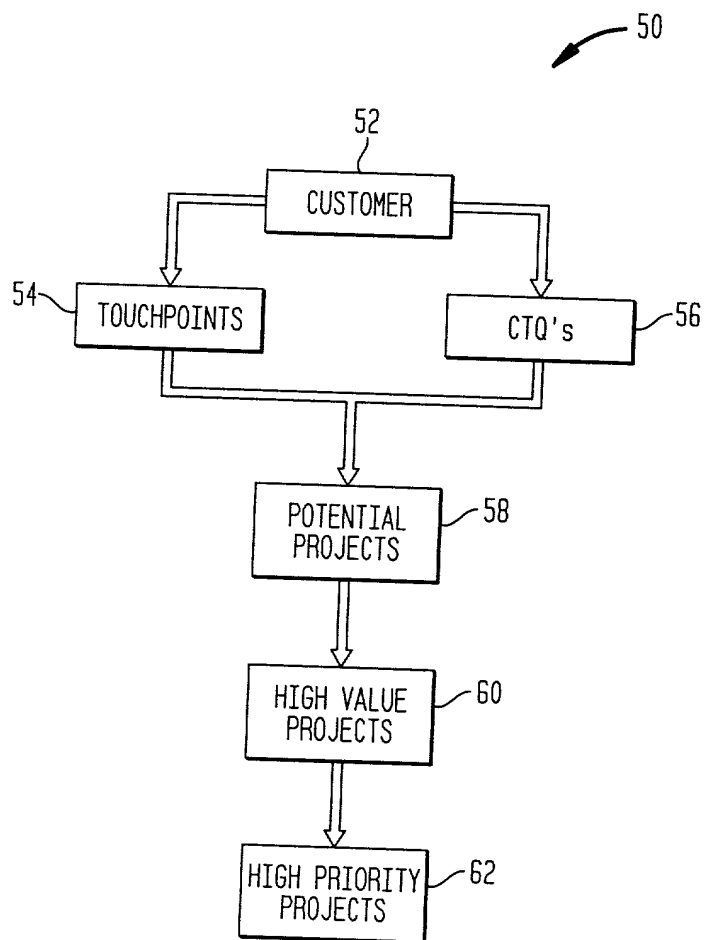
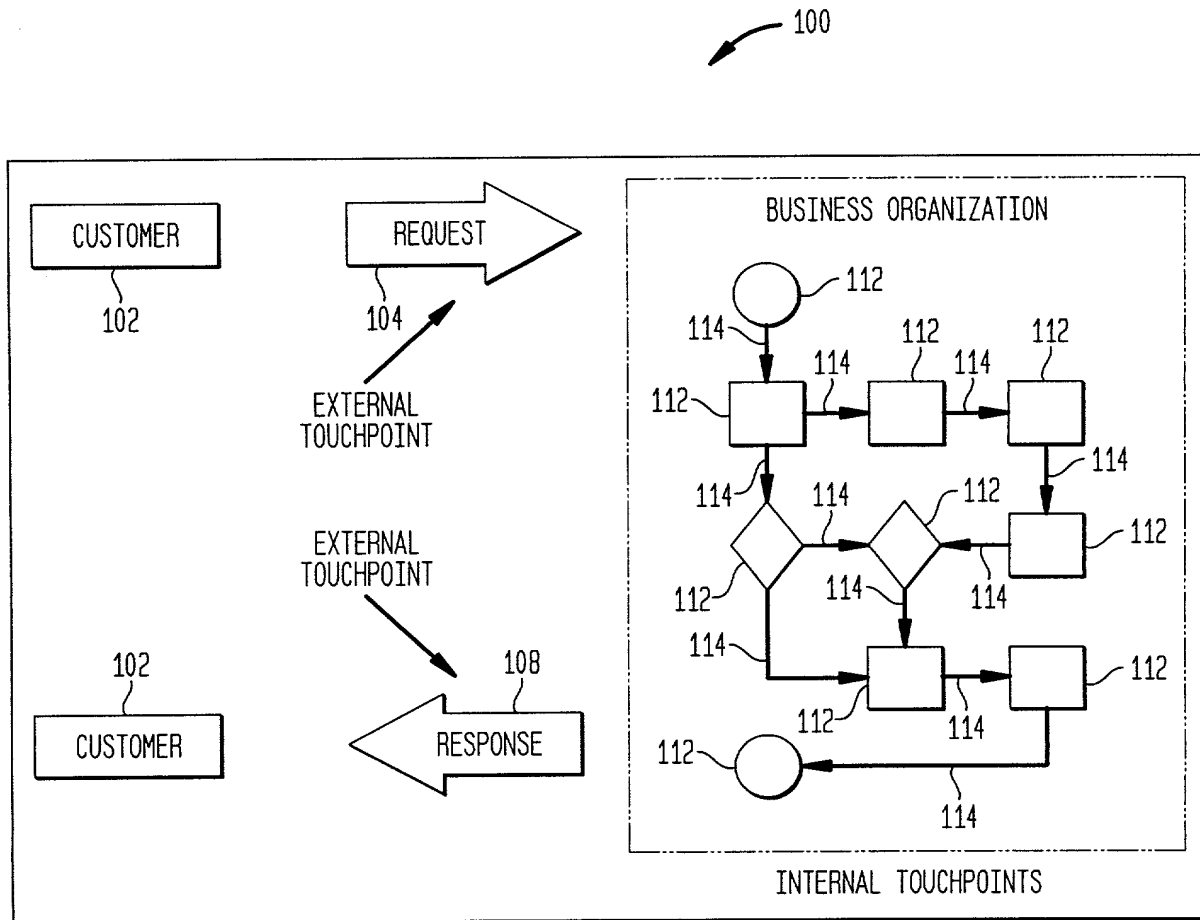


FIG. 4



5/42

FIG. 5

#	PROCESS DESCRIPTION	LEVEL	TOUCHPOINT DESCRIPTION	CURRENT METHOD					
				160A	160B	160C	160D	160E	160F
				PHONE	FAX	EMAIL	WEB	EDI	OTHER
1	MKTG. INTELLIGENCE		MARKET RESEARCH - FOCUS GROUP (LENDER CUSTOMER)	X					IN PERSON
2	-		MARKET RESEARCH - ONE-ON-ONE INTERVIEWS (LENDER CUSTOMER)	X					IN PERSON
3	-		MARKET RESEARCH - SURVEYS (LENDER CUSTOMER)	X			X		
4	PRODUCT MKTG.		CUSTOMER VALIDATION (AGENCY, LENDER, BROKER)	X	X	X			
5	MARCOM NPI	SUB PROCESS 1	MARKETING COLLATERAL - ALL CUSTOMER SEGMENTS AND CONSUMER						VIA SALES
6	-		ORDERING APPS - ALL CUSTOMER SEGMENTS				X		
7	-		ORDERING RATES - ALL CUSTOMER SEGMENTS				X		
8	-		INFO ON HOLD - ALL CUSTOMER SEGMENTS AND CONSUMER	X					
9	-		JUST THE FAX - ALL CUSTOMER SEGMENTS		X				
10	-		PROMOTIONS - ALL CUSTOMER SEGMENTS						
11	-		CUSTOMER VALIDATION COLLATERAL			X			IN PERSON
12	LPMI CLOSER	NEW	LPOMI CALCULATOR				X		

6/42
FIG. 6A

202

212

200

DISTRIBUTION SEGMENTS	BUSINESS MODEL	
<p><u>204</u></p> <p>OBTAIN LOANS CONSUMER DIRECT</p>	<p>Consumer Direct (Retail) Local Presence Multi-Products</p>	<p>Flow Interact with Multiple Vendors High Level Borrower Contact Emerging dot.coms</p>
<p><u>206</u></p> <p>OBTAIN LOANS THROUGH THIRD PARTY ORIGINATIONS</p>	<p>Third Party Originations (Wholesale) High Level of Centralization Outsourcing (u/w mostly) Flow Only</p>	<p>Manage/Influence Vendor Approvals, Relationships Limited Borrower Contact High Influence on U/W Decision</p>
<p><u>208</u></p> <p>PROCURE CLOSED LOANS/QC</p>	<p>Procure Closed Loan/QC (Correspondent) High Level of Centralization Outsourcing Obtain majority of loans from retail organizations</p>	<p>Bulk and Flow Don't Work with a lot of Vendors No Borrower Contact High Influence on U/W Decision Generally Higher Quality loans than Wholesale</p>
<p><u>210</u></p> <p>REFI PORTFOLIO/ PURCHASE SERVICING RIGHTS</p>	<p>Purchase servicing rights Refi their own portfolio High Level of Centralization Rarely Outsourced</p>	<p>Flow Interact with Multiple Vendors High Level Borrower Contact Varied Influence on U/W Decision</p>

FIG. 6A

7/42

FIG. 6B 214

BUSINESS GOALS	
<p>Most Critical Goals</p> <ul style="list-style-type: none"> *Speed to Approve *Origination Cost/Closed Loan *Borrower Interaction: (Lead Generation and Customer Service) *Cross-Selling 	<ul style="list-style-type: none"> Access to Technology/Automation (i.e. decision analytics) Price (Pts., Fees, Rates) Accuracy (Conformity to Guidelines) Training New Products Vendor Mgmt Enhance Execution Ability Salability of Loans
<p>Most Critical Goals</p> <ul style="list-style-type: none"> *Speed to Approve *Origination Cost/Closed Loan *Price (Pts., Fees, Rates) *Broker Interaction: (Lead Generation and Customer Service to Brokers) 	<ul style="list-style-type: none"> Capacity/Cost of Funds (Warehouse Lines) Consistency in Delivery TPO Quality Access to Technology/Automation (i.e. decision analytics) Accuracy (Conformity to Guidelines) Training New Products Vendor Management Cross-Selling Enhance Execution Ability Salability of Loans
<p>Most Critical Goals</p> <ul style="list-style-type: none"> *Speed to Fund *Cost/Loan *Price (Pts., Fees, Rates) *Front-end Partnerships for opportunities/TPO Quality 	<ul style="list-style-type: none"> Bulk Pricing Consistency Capacity/Cost of Funds (Warehouse Lines) Consistency in Delivery Access to Technology/Automation (i.e. Decision analytics) Accuracy (Conformity to Guidelines) Training New Products Cross-Selling Enhance Execution Ability Salability of Loans Lead Generation
<p>Most Critical Goals</p> <ul style="list-style-type: none"> *Speed to Close Refi *Cross-Selling *Data Mining/Decision Analytics (i.e. to solicit refi) 	<ul style="list-style-type: none"> Accuracy (Conformity to Guidelines) Servicing Leads Access to Technology (i.e. Decision Analytics) Training New Products Vendor Management Enhance Execution Ability Salability of Loans

8/42

FIG. 7

250

252 PROJECT #	254 OWNER	256 PROJECT
1	BRIMHALL	BORROWER RETENTION MODEL
2	CARDAMONE	COMMERCIALIZE OMNI
3	RAMSEY	AUTOMATE AU CENTER VIA DEXMA
4	JACOBS	EXPAND, IMPROVE, SIMPLIFY LMO
5	JOHNSON	COMPLIANCE TRAINING (VA)
6	STOCKTON	AUTOMATE ABILITY FOR LENDERS TO PULL MI RATES INTO THEIR LOS
7	BOVAMIK	CUSTOMER E-CARDS (VA)
8	ZOLLO	BEST EXECUTION WIZARD
9	MARSICO	LPMI ON THE WEB
10	CARDAMONE	KEY RISK MEASURES TO CUSTOMERS
11	RAMSEY	COMPLIANCE CHECKER ON WEB
12	JACOBS	INTERACTIVE FORECLOSURE BIDDING
13	ZOLLO	CAPITAL EFFICIENCY WIZARD
14	REEVES	ONLINE TRAINING
15	BRIMHALL	CROSS-SELL OFFERS
16	CARDAMONE	MASTER POLICY APPLICATION ONLINE
17	RAMSEY	DU PUSHBUTTON
18	JACOBS	ELECTRONIC MDSRS
19	REEVES	MI RATE WIZARD
20	KALMANOFF	PRODUCT INFO (B2B AND B2C)
22	JACOBS	ELECTRONIC BILLING ONLINE
23	REEVES	NON-EXCEL AND NON-EASY SUBMIT LOANS
24	RAMSEY	MI AND CONTRACT UW ON 3RD PARTY SITES
27	KALMANOFF	LENDING PARTNER LOCATOR
28	RAMSEY	EXPAND LOS DIRECT CONNECTS - CONTRACT UW
32	RAMSEY	PROVIDE ACCESS TO ONLINE VERIFICATION TOOLS
35	RAMSEY	OFFSHORE FULFILLMENT (INDIA FOR CUSTOMERS)

2009-03-03

9/42

300

FIG. 8

332

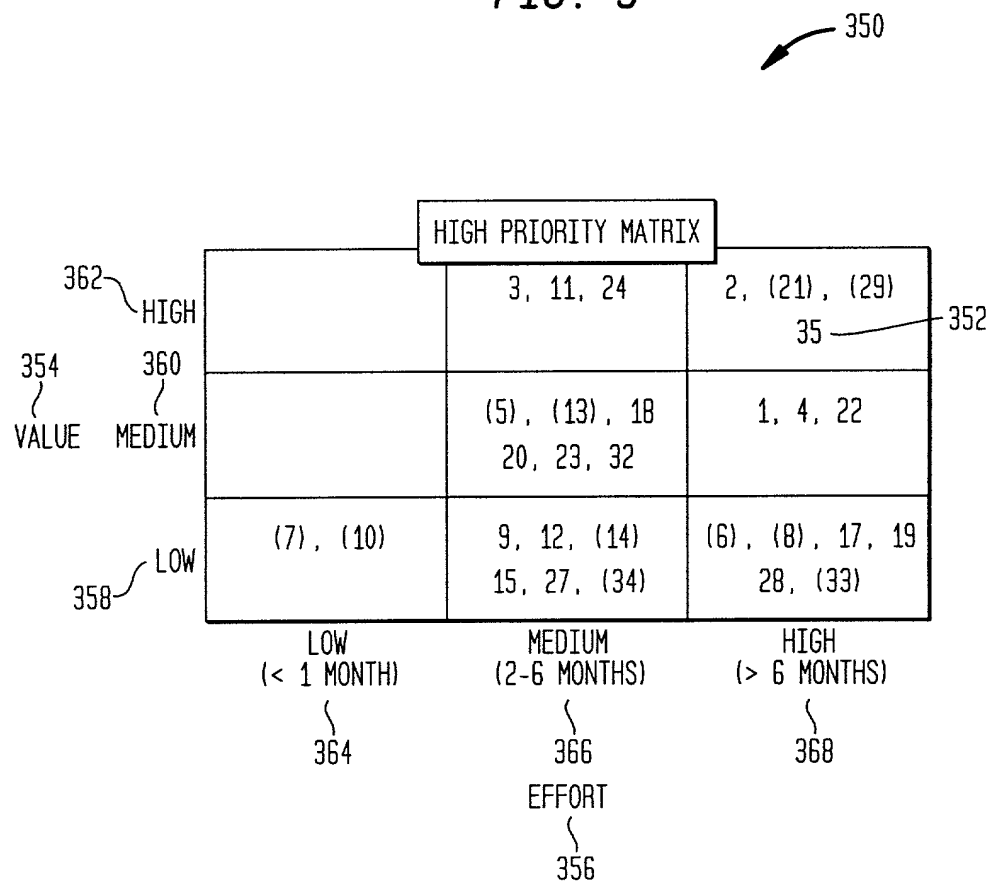
312

302

DISTRIBUTION SEGMENT	TOP LEVEL INDICATORS	WEIGHT	POTENTIAL FUTURE E-BUSINESS OFFERINGS PROJECT (RELATIONSHIP STRENGTH: H=9; M=3; L=1)																						
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
OBTAIN LOANS CONSUMER DIRECT 304	SPEED TO APPROVE ORIG COST/CLOSED LOAN BORROWER INTERACTION CROSS-SELLING TOTAL CONSUMER DIRECT 314	5	9	9	336						9							3		1				9	
		5	3	9							3							1						1	
		5	3	3						3	3							3			1	9			3
		2	1	1	338																				
		324	0	77	107	0	0	0	0	0	15	0	75	0	0	0	15	0	75	0	5	50	0	0	65
OBTAIN LOANS THROUGH THIRD PARTY ORGANIZATIONS 306	SPEED TO APPROVE ORIG COST/CLOSED LOAN PRICE (PTS., FEES, RATES) BROKER INTERACTION/TPO QUAL TOTAL THIRD PARTY 316	4	9	9							9							3						1	
		3	9	9							3							1							
		5	3	3																					
		4	3	9							9							1						1	
		326	0	90	114	0	0	0	0	0	0	81	0	0	0	0	0	0	19	0	0	0	0	0	7
PROCURE CLOSED LOANS/QC 308	SPEED TO APPROVE COST/LOAN PRICE PARTNERSHIPS/TPO QUALITY TOTAL CLOSED LOANS 318	4	3																						
		3	3																						
		5	9																						
		5	9																						
		328	0	111	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REFI PORTFOLIO/ PURCHASE SERVICING RIGHTS 310	COST EFFECTIVENESS SPEED TO CLOSE REFI CROSS-SELLING DATA MINING/DECISION ANALY TOTAL REFI/RETENTION TOTAL ALL SEGMENTS 320	5	9								3							8						9	
		4	1																						
		3	1																						
		5	3	1	9																				
		330	90	121	0	90	0	0	0	0	0	0	0	15	0	0	0	0	45	0	0	0	0	45	0
		90	290	266	90	0	0	0	0	15	0	156	15	0	15	0	39	45	5	50	0	45	72		

340

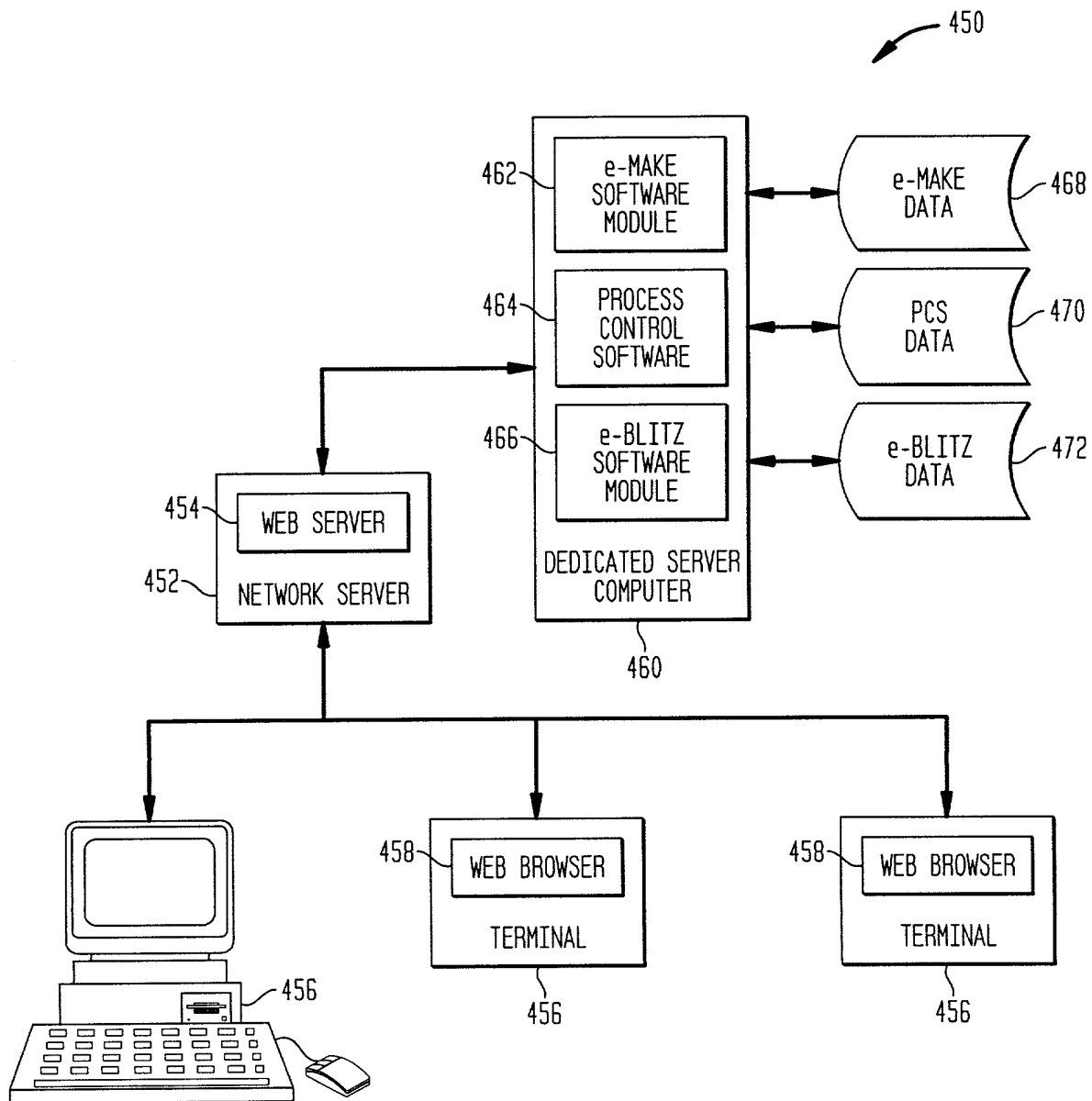
FIG. 9



PROJECT #	OWNER	PROJECT	SCORE
2	CARDAMONE	COMMERCIALIZE OMNI	290
3	RAMSEY	AUTOMATE AU CENTER VIA DEXMA	266
24	RAMSEY	MI AND CONTRACT UW ON 3RD PARTY SITES	186
11	RAMSEY	COMPLIANCE CHECKER ON WEB	156
1	BRIMHALL	BORROWER RETENTION MODEL	90
4	JACOBS	EXPAND, IMPROVE, SIMPLIFY LMO	90
23	REEVES	NON-EXCEL AND NON-EASY SUBMIT LOANS	72
20	KALMANOFF	PRODUCT INFO (B2B AND B2C)	50
32	RAMSEY	PROVIDE ACCESS TO ONLINE VERIFICATION TOOLS	50
18	JACOBS	ELECTRONIC MDSRS	45
22	JACOBS	ELECTRONIC BILLING ONLINE	45
17	RAMSEY	DU PUSHBUTTON	39
28	RAMSEY	EXPAND LOS DIRECT CONNECTS - CONTRACT UW	35
27	KALMANOFF	LENDING PARTNER LOCATOR	30
35	RAMSEY	OFFSHORE FULFILLMENT (INDIA FOR CUSTOMERS)	17
9	MARSICO	LPMI ON THE WEB	15
12	JACOBS	INTERACTIVE FORECLOSURE BIDDING	15
15	BRIMHALL	CROSS-SELL OFFERS	15
19	REEVES	MI RATE WIZARD	5
5	JOHNSON	COMPLIANCE TRAINING (VA)	0
6	STOCKTON	AUTOMATE ABILITY FOR LENDERS TO PULL MI RATES INTO THEIR LOS	0
7	BOVAMIK	CUSTOMER E-CARDS (VA)	0
8	ZOLLO	BEST EXECUTION WIZARD	0
10	CARDAMONE	KEY RISK MEASURES TO CUSTOMERS	0
13	ZOLLO	CAPITAL EFFICIENCY WIZARD	0
14	REEVES	ONLINE TRAINING	0
16	CARDAMONE	MASTER POLICY APPLICATION ONLINE	0

12/42

FIG. 11



13/42

FIG. 12

500

506

Microsoft Access (E-Blitz Main Menu)

File Edit View Insert Format Records Tools Window Help

GE Mortgage e-Business

502

General

Project List

Project List By Audit Point

Add New Project

508

TouchPoints

TouchPoint Summary (1 Process)

TouchPoint Summary (All Processes)

TouchPoint Report (Print All)

Timelines

Project Report By Delivery Date

Project Tailgate Report

504

Marketing

Marketing Summary Report

Marketing Approach Report

512

Maintenance

Maintain Team Members

510

Data Filters

Project Status

☐ Active ☐ Corporate ☒ All Projects

Finance/FTE Impact

☒ Estimate

Project Approval

☐ Approved ☐ Unapproved ☒ All Projects

Project Type

☐ Tollgate ☐ Non-Tollgate ☒ All Projects

Project Category

☐ DMADV ☐ DMAIC ☒ All Projects

Project Classification

☐ e-Business ☐ Pricing ☐ Sourcing

☐ Other ☐ Non-E ☒ All Projects

Reset Data Filters

514

Navigation

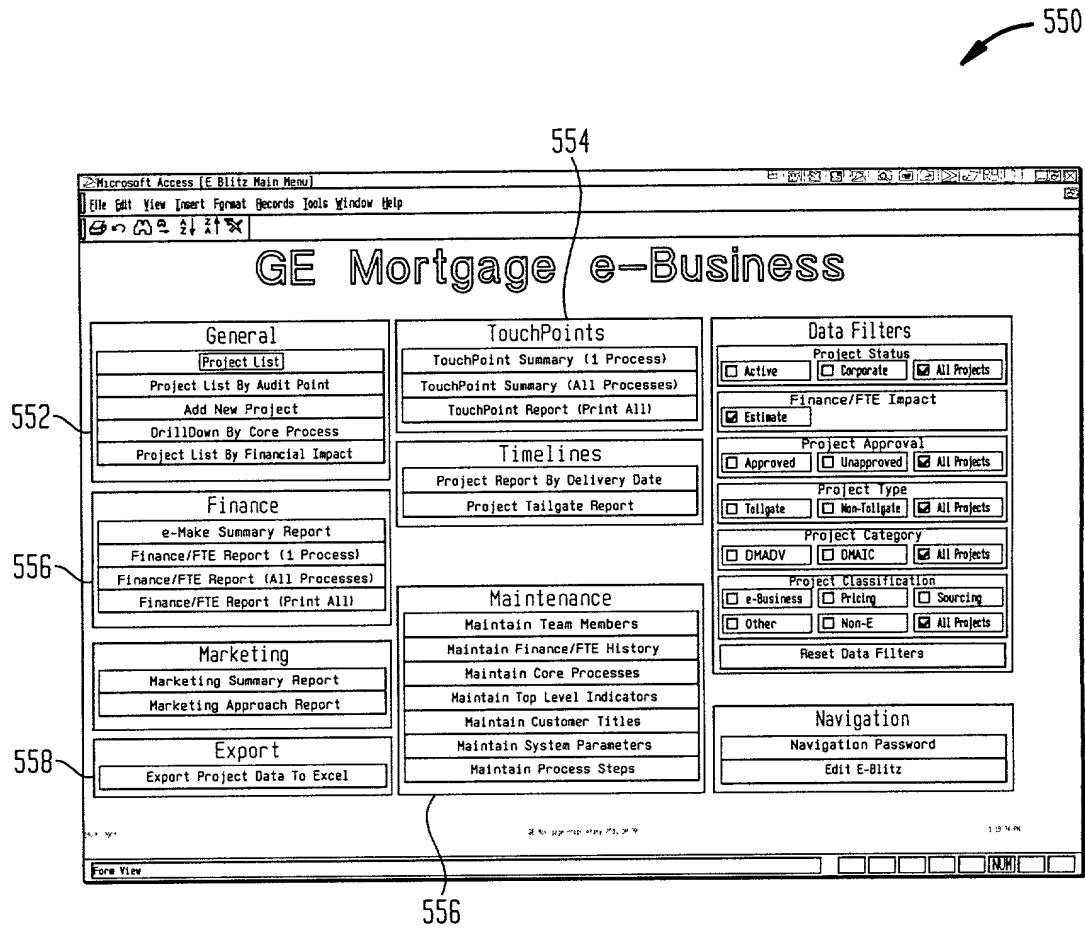
Navigation Password

Edit E-Blitz

Form View

14/42

FIG. 13



15/42

FIG. 14

600

Microsoft Access (E-Blitz Main Menu)

File Edit View Insert Format Records Tools Window Help

E-Blitz Project List

Selection Criteria	Status All	Impact Estimate	Finance All	Type All	Category All	Class All	Sort Core Process	
Core Process	Project Title	Project Leader	Systems Leader	Focus	Delivery	Status	Fin Appr	Phase
Detail	Compliance	Compliance Policies And Guidelines on the Web	Folk, Jane	Unknown	Internal	Jun 01, 2000	Y	Complete
Detail	Compliance	Compliance Training On Web 3 (CP - Sales)	Womble, Debbie	Milligan, Cheryl	Internal	Dec 19, 2000	Y	Complete
Detail	Compliance	Digitization Of CCP - High Severity Complaints	Folk, Jane	Sims, Kristin	Internal	Jul 11, 2001	Y	Complete
Detail	Compliance	Digitization Of CCP - Low Severity Complaints	Folk, Jane	Sims, Kristin	Internal	Jul 11, 2001	Y	Complete
Detail	Compliance	Digitization Of Compliance Bulletin	Folk, Jane	Unknown	Internal	Jun 01, 2000	Y	Complete
Detail	Compliance	Early Warning System	Kia, Eun	Sims, Kristin	Internal	Jul 30, 2001	Y	Complete
Detail	Compliance	Elimination Of Duplicate Commitments	Kia, Eun	Harrie, Gail	Both			Not Started
Detail	Compliance	Issue Tracking System	Kia, Eun	Sims, Kristin	Internal	Jul 30, 2001	N	Complete
Detail	Compliance	Privacy Training Via CBT	Womble, Debbie	Milligan, Cheryl	Internal	May 07, 2001	N	Complete
Detail	Compliance	RESPA Training On The Web	Womble, Debbie	Unknown	Internal	Oct 01, 2001	N	Verify
Detail	Compliance	Spirit & Letter Training On The Web	Womble, Debbie	Unknown	Internal	Jul 19, 2001	Y	Complete
Detail	Compliance	Waived Penalties	Kia, Eun	Unknown	Both			Not Started
Detail	E-Business	Add Rates Link To 828 Database	Thomas, Ann	Chew, Paul	Unknown		?	Not Started
Detail	E-Business	AU Central CBT Module	Dunfield, Warren		Internal	Nov 15, 2001	N	Analyze
Detail	E-Business	AU Central Enhancements Project	Salomon, Jeremy	Noble, Bob	Both		N	Define
Detail	E-Business	AUC Original Promotion - MSP	Mitchell, Michele	Noble, Bob	External	Oct 15, 2001	N	Define
Detail	E-Business	B2B Phase 2	Mitchell, Michele	Noble, Bob	External	Jan 15, 2001	N	Complete
Detail	E-Business	B2B Phase 2	Kalmaroff, Carol	Noble, Bob	External	Jun 30, 2001	Y	Design
Detail	E-Business	Customer Profiling	Kalmaroff, Carol	Noble, Bob	Both		?	Define
Detail	E-Business	Digital Content Automation - Phase 1	Mizelle, Kara	Gallagher, Judy	Internal	Jan 30, 2001	N	Define
Detail	E-Business	E-Blitz Database - Financials	Mizelle, Kara	Streichbridge, Gary	Internal	Sep 15, 2000	Y	Complete
Detail	E-Business	Employee Connection	Phillis, Rick	Gallagher, Judy	Internal		?	Measure
Detail	E-Business	SPSS / SE Integration	Brodley, Kim	Noble, Bob	Both	Sep 30, 2001	N	Design
Detail	E-Business	e-SOP Activity Tracking	Jackson, William		Both		N	Analyze
Detail	E-Business	SE KIL On RealTime	Mitchell, Michele	Roe, Greg	External	Jul 01, 2001	N	Complete
Detail	E-Business	Links From SE To RealTime	Mitchell, Michele	Noble, Bob	External	Jun 30, 2000	N	Complete
Detail	E-Business	Monitoring Program	Unknown	Unknown	Unknown		?	Not Started

First Next Prior Last Charter Print Add Back Exit

Record 14 of 373

Form View

602

606

604

16/42

FIG. 15

650

Microsoft Access [E Blitz Main Menu]

File Edit View Insert Format Records Tools Window Help

Close

Project E-Audit Summary

Selection Criteria: Select All Impact Estimate Finance All Type All Category All Class All Sort: Core Process

Core Process	Project Title	Status	Phone	Missing Critical Dates	Project Behind Schedule	No Targets Scheduled	No Implement Costs	No Exp Or Revenue	No Finance Approval	No Touchpoint Date	No Marketing Plan
Detail Compliance	RESPA Training on the Web	●	Verify								
Detail Compliance	Compliance Policies And Guidelines On The Web	●	Complete								
Detail Compliance	Digitization Of Compliance Bulletin	●	Complete								
Detail Compliance	Compliance Training On Web 3 (CF - Sales)	●	Complete								
Detail Compliance	Privacy Training Via CBT	●	Complete								
Detail Compliance	Digitization Of CCRP - High Severity Complaints	●	Complete								
Detail Compliance	Digitization Of CCRP - Low Severity Complaints	●	Complete								
Detail Compliance	Spirit & Letter Training On The Web	●	Complete								
Detail Compliance	Early Warning System	●	Complete								
Detail Compliance	Issue Tracking System	●	Complete								
Detail Compliance	AU Central Enhancements Project	●	Define								
Detail E-Business	Digital Cockpit Automation - Phase 1	●	Define								
Detail E-Business	Online Verification Tools (TALK, Cyberflood)	●	Design	●							
Detail E-Business	B2C Phase 2	●	Design								
Detail E-Business	ePASS / GE Integration	●	Design								
Detail E-Business	Links From GE To RealTram	●	Complete								
Detail E-Business	Private Label Websites For Customers	●	Complete								
Detail E-Business	R2B Phase 2	●	Complete								
Detail E-Business	GE NL On RealTram	●	Complete								
Detail E-Business	Wholesale MSP Via AU Central	●	Complete								
Detail E-Business	Financial Loss Info Database	●	Analyze								
Detail E-Business	Implementing Hyperion For Canada	●	Verify								
Detail E-Business	Captive Reinsurance Wizard	●	Complete								
Detail E-Business	T & L Online	●	Complete								
Detail E-Business	Contract M/V Billing Phase 2 (GE Operations)	●	Complete								
Total E-Project Audit Items				24	93	25	21	54	57	31	43

First Next Prior Last Charter Print Add Back Exit

Record 1 of 196

Form View

17/42

FIG. 16

700

Microsoft Access [E-Blitz Main Menu]

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz Basic Data

Project Title	
Project Added 09/27/2001 @ 1:22:50 PM	
Project Description	Description Of Opportunity / Benefits
Project Added 09/27/2001 @ 1:22:50 PM	

Care Process Priority Category Type Focus Project Status On Track Delivery Date	Unknown C e-DHADV Quick Hitter Internal Not Started Not Started Unknown	eBusiness <input type="checkbox"/> Sourcing <input type="checkbox"/> Pricing <input type="checkbox"/> Other <input type="checkbox"/> Customer Impact CTO Indicator Starting Performance Target Performance Ending Performance
---	---	--

Primary Customer Benefit Speed/Productivity <input type="checkbox"/> Consumer Pull <input type="checkbox"/> Products/Capital <input type="checkbox"/> Information <input type="checkbox"/>	Business Segment Retail <input type="checkbox"/> Wholesale <input type="checkbox"/> Correspondent <input type="checkbox"/> Servicing <input type="checkbox"/>	Business Impact Top Level Indicator #1 Top Level Indicator #2 Top Level Indicator #3 Customer TLI
---	--	--

Basic	Terms	Process	TouchPoints	Finance	Review	Marketing	Customer	Main	New Password
-------	-------	---------	-------------	---------	--------	-----------	----------	------	--------------

Charter Print Add Delete Back Exit

File View

13/14 PM

18/42

FIG. 17

750

Microsoft Access (Core Process Summary DrillDown)

File Edit View Insert Format Records Tools Window Help

E-Blitz Core Process DrillDown

Selection Criteria Select: All Impact Estimate Finance All Type All Category All Class All

Core Process	Total	Projects	Start	TouchPoints	New	Web	Ellis	End	Begin	Not	D	M	A	I	C	Done	FTE	Implement	Rev	Exp	Loss	2000	2001	2002	Free
Detail Compliance	12	12		40	18	54	2	0	0	0	0	1	9			73									
Detail E-Business	18			2	3	-3	2	4	1	2	3	0	6	1	0	\$5,103			\$100			\$59	\$41	0	2
Detail Finance	18	567		38	23	544	4	0	0	1	0	2	11	22	0	\$718			\$1,494			\$35	\$792	\$656	0.8
Detail Growth	4																								
Detail HR	22	4428	153	283	1276	3306	6	3	4	1	2	0	6	1.5	\$440,825			\$243			\$110	\$133		0.5	
Detail Investments	4			5	18	27	-22									3	3.0	\$454			\$358	\$18	\$265	\$75	0.3
Detail Legal	17	98	10	37	5	103	4	2	1	2	1	0	7	2	0			\$522			\$365	\$156			
Detail Marketing	44	252	18	98	64	206	5	2	1	4	4	4	24	8	0	\$438	\$12		\$333			\$175	\$710	\$48	1.6
Detail MIS/ISO	46	272		178	53	219	25	4	4	1	2	2	8	36	0	\$1,590			\$1,975			\$385	\$305	\$341	
Detail Operations & U/W	24	120		22	27	93	3	1	1	3	3	0	13	39	0	\$4,214			\$1,609			\$188	\$718	\$510	1.2
Detail Quality	3	103		17		103	1	0	0	0	0	2				\$87			\$75			\$66	\$8		
Detail Risk	14	164		48	31	133	2	2	0	6	1	2	1	4	0	\$45	\$12		\$348			\$168	\$123	0	3
Detail Sales	45	358	6	66	140	234	15	5	3	1	5	2	14	34.5	\$1,324	\$12		\$5,275	\$100		\$58	\$1,120	\$1,789	8	5
Detail Sourcing	2	10		3	7	3										1									
Detail Systems	13	510		196	56	454	5	1	1	1	0	0	5	4	0	\$1			\$1,151			\$150		\$503	1.0
Detail Unknown	1																								

756

	Approved	Not Approved	Total	31	159	289	30	162	192	418	629	1,047	351	1,480	5,427	79	24	16	22	22	16	110	115.5	\$4,182	\$2,341	\$9,353	\$1,048	\$6,833	\$1,461	3	4
Approved	31	159	289	30	162	192	418	629	1,047	351	1,480	5,427	79	24	16	22	22	16	110	115.5	\$4,182	\$2,341	\$9,353	\$1,048	\$6,833	\$1,461	3	4			
Not Approved	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159	159
Total	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289	289

First Next Prior Last Print Back Exit

Form View

19/42

FIG. 18

800

802

804

Microsoft Access [Core Process Detail DrillDown]

File Edit View Insert Format Records Tools Window Help

DrillDown - Risk

Selection Criteria Select: All Impact: Estimate Finance: All Type: All Category: All Class: All

TouchPoints: D M A I C Annual Pre-Tax Expense Reduction Pin Free

Project Title	Type	Status	Deliver	New	Web	Elis	D	M	A	O	V	Imple	Rev	Exp	Loss	FTE	2000	2001	2002	Appr	Cap
Detail: NCTR/Onnd Guideline Calculator	FP																				
Detail: Customer Risk Measures (DMAIC)	FP		04/26/02	22	8										\$180	2.0			\$123		
Detail: Program Review Process	??																				
Detail: Streamlined Guideline Decisions	FP		02/08/01	2																	
Detail: VOC Late Responses (DMAIC)	QH		10/25/01																		
Detail: Standardize International Approval Pitch (DMAIC)	QH		10/31/01																		
Detail: DeniMarket V S 8	QH		11/02/01																		
Detail: Deni Uncoverables (DMAIC)	QH		11/02/01																		
Detail: VOC Content Needs Not Met	QH		12/28/01																		
Detail: Policy S 8 Cockpit	TG		12/31/01	12	10										\$80	1.0		\$80		Y	
Detail: Int'l - Web Based Deal Approval Process	TG		10/31/01	8	9								\$45	\$202						Y	
Detail: I/M Risk Guidelines	FP		05/25/01	3	2															Y	
Detail: NCTR And DeniScore Calculator	FP		05/25/01	2	2										\$78	1.0		\$78		Y	

Risk - Approved	25	23	\$45	\$202	\$168	2.0		\$158
Risk - Not Approved	24	8			\$180	2.0		\$123
Risk - Total	49	31	\$45	\$202	\$348	4.0		\$168 \$123

First Next Prior Last Print Back Exit

Record: 1 of 13

Form View

20/42

FIG. 19

850

Microsoft Access [E-Blitz Project Data]

File Edit View Insert Format Records Tools Window Help

E-Blitz Basic Data

Project Title
Int'l - Web Based Deal Approval Process

Project Description
A web-based system to allow the posting of deal documents for electronic review and approval. Automatic notification will be sent to appropriate parties who can review the document on their own, make comments, ask questions, request a meeting and electronically approve.

Description Of Opportunity / Benefits
Currently our process is very manual. Country businesses send the approval pitch, request a review meeting, and answer pre- and post-meeting questions via the phone. This leads to follow-up meetings with senior management required for signature approval. As a result, the approval process is delayed depending on access to senior management. A web-based system for deal approvals would digitize this process, reduce cycle time, standardize the approval process, provide instant interaction, a central document repository and electronic approvals through a security system.

Core Process
Priority
Category
Type
Focus
Project Status
On Track
Delivery Date

Risk
B
e-DHADV
Tollgate
Internal
Design
On Schedule
October 2001 (Estimated)

eBusiness ☐ Sourcing ☐ Pricing ☐ Other ☐

Customer Impact
CTQ
Indicator
Starting Performance
Target Performance
Ending Performance

Timeliness
% Late
1.7 Signs (44%)
3.2 Signs

Primary Customer Benefit
Speed/Productivity ☐
Consumer Pull ☐
Products/Capital ☐
Information ☐

Business Segment
Retail ☐
Wholesale ☐
Correspondent ☐
Servicing ☐

Business Impact
Top Level Indicator #1
Top Level Indicator #2
Top Level Indicator #3
Customer TLI

N/W Premiums

Charter Print Add Delete Back Exit
Basic Terms Process TouchPoints Finance Review Marketing Customer Main New Password

Form View

852 854 856 858 860 862 864

21/42

FIG. 20

900

Microsoft Access [E-Blitz Team Data]

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz Team Data

Project Title Int'l - Web Based Deal Approval Process	Project Type Tollgate	Project Status Design	On Track On Schedule	Project Date October 2001
--	--------------------------	--------------------------	-------------------------	------------------------------

Team Role	Name	Project Type	Percent
Core Process / Function Owner	Harley, Brian	Core Process Owner	5
Process Owner		Process Owner	
E-Business Leader	Dabkowski, Mark	E-Business Leader	5
Project Leader	Krueger, Vivian	Project Leader	50
Subject Matter Expert	Richardson, Brenda	Subject Matter Expert	20
Master Black Belt	Welenick, Tom	Master Black Belt	20
Black Belt		Black Belt	
Green Belt		Green Belt	
Systems Leader	Donnelly, Kyle	Systems Leader	20
Team Member	Teel, Susan	Team Member	10
Team Member	Sherwood, Jude	Team Member	10
Team Member		Team Member	
Team Member		Team Member	
Team Member		Team Member	
Team Member		Team Member	

Basic	Team	Process	TouchPoints	Finance	Marketing	Customer	Unlock	Back	Exit
				Review		List			New Password

10/10/2001 E-Blitz Team Data 2001-10-25 1:13:24 PM

Form View

22/42

FIG. 21

950

Microsoft Access [E-Blitz Process/Finance Data]

File Edit View Insert Format Records Tools Window Help

E-Blitz Process Data

Project Title		Project Type	Project Status	On Track	Project Date
Int'l - Web Based Deal Approval Process		Tollgate	Design	On Schedule	October 2001

Define				
Estim Start	Actual Start	Estim Finish	Actual Finish	Phase
03/26/2001		04/06/2001	04/06/2001	Complete
Scope Of Project Determined Process Boundaries, Charter Product/Service Objective & Target Customers Determined Preliminary Opportunity Statement Developed Project Plan Completed				

Design				
Estim Start	Actual Start	Estim Finish	Actual Finish	Phase
04/30/2001	07/23/2001	08/28/2001		
Detailed Process Flow & Preliminary Commercialization Plan Complete Detailed Design Evaluated 1/1 Estimate Provided, Finance Approved Detail Technical Specification Complete Tollgate Begin Code & Test Enabling Design Elements Identified & Developed, Revised Initial Plan				

Measure				
Estim Start	Actual Start	Estim Finish	Actual Finish	Phase
04/09/2001	04/09/2001	04/13/2001	06/30/2001	Complete
CTO Matrix - Customer Needs Defined & Prioritized CTO Matrix - Outcome Indications (So To Measure CTOs Identified CTO Matrix - Customer Specifications For CTOs Identified CTO Matrix - Overall Requirements Determined & Prioritized				

Verify				
Estim Start	Actual Start	Estim Finish	Actual Finish	Phase
10/01/2001		10/31/2001		
Complete Code & Unit Test New PC2 Established Application Implementation Plan Complete Start-Up, Final Commercialization & Training Plans Completed Application Implementation PC2 P20 Data Validates Confirmed To Customer Requirements				

Analyze				
Estim Start	Actual Start	Estim Finish	Actual Finish	Phase
04/16/2001	06/25/2001	04/27/2001	07/27/2001	Complete
High-Level Process Design & Preliminary Commercialization Draft Potential Pitfalls In Design Evaluated & Elucidated/Minimized (SCM) Compliance Review Completed Functional Specifications Complete				

Process Comment				
S/G- Server order placed Interview ongoing for contractor -TAM				

Basic	Team	Process	TouchPoints	Finance	Review	Marketing	Customer	List	New Password
-------	------	---------	-------------	---------	--------	-----------	----------	------	--------------

Charter Print Unlock Back Exit

Form View

23/42

FIG. 22

1000

Microsoft Access (E-Blitz Project Data)

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz TouchPoint Data

Project Title	Project Type	Project Status	On Track	Project Date
Int'l - Web Based Deal Approval Process	Tollgate	Design	On Schedule	October 2001

Manual TouchPoints	External	Internal	Total	Total Annual Touches
Starting Baseline		19	19	507
Created				
Eliminated		9	9	
Web Enabled		8	8	
Ending Total		2	2	

Web-Enabled TouchPoints	External	Internal	Total	Total Annual Touches
Starting Baseline				
Created				
Eliminated		8	8	
Connected From Manual		8	8	
Ending Total		8	8	309

Total TouchPoints	External	Internal	Total	Total Annual Touches
Starting Baseline		19	19	507
Created				
Eliminated		9	9	
Ending Total		10	10	309

Percent Digitized	Percent Eliminated
38.93%	100.00%
47.37%	39.65%

Basic	Team	Process	TouchPoints	Finance	Review	Marketing	Customer	List	Use Password

2 New pages from Friday, 10/19/01 10:19

Form View

24/42

FIG. 23

1050

Microsoft Access [E-Blitz Process/Finance Data]

File Edit View Insert Format Records Tools Window Help

E-Blitz Finance/FTE Summary

Project Title Int'l - Web Based Deal Approved Process		Project Type Tollgate	Project Status Design	On Track On Schedule	Delivery Date October 2001
--	--	--------------------------	--------------------------	-------------------------	-------------------------------

Project Start Mar 26, 2001	Project End Oct 31, 2001	Impact Start Jan 01, 2002	Impact End Dec 31, 2002	Comment Revenue Growth = \$261,500 = 124 project or platform deals per year * \$2,000 average revenue generated per week per deal * 2 week cycle time improvement = \$249,000 - (\$6K server maintenance + \$32,500 support = \$38,500)
-------------------------------	-----------------------------	------------------------------	----------------------------	--

Approved		Manual	
----------	--	--------	--

Estimated Project Finance / FTE Impact (% in 000)									
Income	1-Time \$	Annual \$	2001	2001	2001	2001	Years To Payback	Starting	Value
Revenue Growth		\$202		\$202				FTE Impact - GE	
Expense Reduction								FTE Impact - Contract	
Loss Reduction								FTE Impact - Relocation	
Implementation	\$45		\$45					FTE Impact - Total	
Net Inc (Before Tax)		\$202	(\$45)	\$202			0.2	Free Capacity - FTE	
Net Inc (After Tax)		\$131	(\$29)	\$202				Free Capacity - Comp/Ben	

Monthly Project Finance / FTE Spread (% in 000)														
Item	Value	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02	Jul 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Calc Total
Expense	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
FTE - GE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
FTE - Contract	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
FTE - Relocation	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

				Charter	Print				
Basic	Team	Process	TouchPoints	Finance	Review	Marketing	Customer	List	New Password

Unlock Back Exit

Form View

25/42

FIG. 24

1100

Microsoft Access (Project Review Data)

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz Tollgate Review Data

Project Type	Project Type	Project Status	On Track	Delivery Date
Int'l - Web Based Deal Approval Process	Tollgate	Design	On Schedule	October 2001

Review Date	Peer 1	Peer 2	Peer 1	Peer 2	Board	Review Comment
08/05/2001	Jobe, Bruce	Credle, Vince	Appr	Appr	Appr	

First	Next	Prior	Last	Charter	Print	Back	Exit
Basic	Team	Process	TouchPoints	Finance	Review	Marketing	Customer

Form View

26/42

FIG. 25

1150

Microsoft Access [E-Blitz Basic Project Market Approach]

File Edit View Insert Format Records Tools Window Help

E-Blitz Marketing Data

Project Title	Project Type	Project Status	On Track	Delivery Date
COW Phase 1	Tollgate	Complete	Late By 41 Days	July 2001

Market Offering	Claims On The Web
Market Position	Provides claims depts. Online access to our Claims process. Features are designed to streamline customer processes - increase productivity
Market Claim	Increase Your Productivity with Our First Market Interactive Claims on the Web

Features	Benefits
Reduced Documentation	Reduce ever all cycle times
Less data input	Increase your productivity
Customize reporting	Increase your productivity
Immediate notification of claims adjustments and explanation of benefits	Eliminate rework
Self-service capability	Gives customer control of the process

Primary Benefit	Segment	Products/Capital	Consumer Pull	Speed/Productivity	Information	Competition
Special Productivity <input checked="" type="checkbox"/>	Retail <input type="checkbox"/>	Financial <input type="checkbox"/>	Home Buyer	HE Solutions <input type="checkbox"/>	Customer Support	HEIC <input type="checkbox"/>
Consumer Pull <input type="checkbox"/>	Wholesale <input type="checkbox"/>	HE Products	Lead Generator	Origination <input type="checkbox"/>		USI <input type="checkbox"/>
Products/Capital <input type="checkbox"/>	Correspondent <input type="checkbox"/>		Broker Solutions	Servicing Solutions <input checked="" type="checkbox"/>		Radian <input type="checkbox"/>
Information <input type="checkbox"/>	Servicing <input checked="" type="checkbox"/>		Affinity Marketing			Trid <input type="checkbox"/>

Product Owner	Product Delivery Rollout
Stewart, JoAnne	April 2001

Notes	Customer Cost Savings
First to market with online claims process	

Basic	Team	Process	TouchPoints	Charter	Print	Unlock	Back	Exit
				Finance	Review	Marketing	Customer	List
								New Password

Form View

27/42

FIG. 26

1200

Microsoft Access (e-Commercialization List)

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz e-Commercialization Data

Project Title	Project Type	Project Status	On Track	Delivery Date
COW Phase 1	Tollgate	Complete	Late By 41 Days	July 2001

Customer	SAH/NAH	AM	GE Sell	NSR Rep	Tech Spec	Face To Face	Same Time	Other	Marketing Materials	Incentive Plan
CEO/President	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Part Of Value Prop Pitch	
VIP Servicing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Part Of Umbrella Collateral Piece	
Manager/Staff Clashes/REO	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flyer, Claim & Delis Brochure, CD	Pizza Lunch, COW staffed animal

First	Next	Prior	Last	Charter	Print	Unlock	Back	Exit
Basic	Team	Process	TouchPoints	Finance	Review	Marketing	Customer	List
								New Password

11/2/2001 2:40:00 PM 1/3/01

Form View

28/42

FIG. 27

1250

Microsoft Access [Project Financial Impact Summary]

File Edit View Insert Format Records Tools Window Help

Close

Project Financial Impact Summary

Selection Criteria: Status: Complete Impact: Estimate Finance: All Type: All Category: All Class: All Sort: Exp Reduction

Core Process	Project Title	Status	O	M	A	I	C	Exp	Loss	Net S-T Payback	GE	Contract	Melo
Detail Sales	e-Go To Market	●	■	■	■	■	■	\$1,267	\$1,267	\$1,267	13.0		
Detail Sales	e-Sales Call Prepping	●	■	■	■	■	■	\$584	\$584	\$584	4.0		
Detail MIS/DO	e-LMS Feedback (Instant Decision For Modified LMD)	●	■	■	■	■	■	\$550	\$550	\$550	1.0	7.0	
Detail Finance	Mortgage Services Accounting to BEKIS	●	■	■	■	■	■	\$500	\$500	\$500	16.0		(10.0)
Detail MIS/DO	Workflow System (Phase I AI Solicitation)	●	■	■	■	■	■	\$466	\$466	\$466	5.0		
Detail Sales	Product Simplification (CF - Marketing)	●	■	■	■	■	■	\$438	\$438	\$438	3.0		
Detail Sales	e-VOC - Response Required	●	■	■	■	■	■	\$375	\$375	\$375	5.0		
Detail Investments	Outsource Investment Accounting (State Street)	●	■	■	■	■	■	\$311	\$304	(\$7)	1.0	2.0	
Detail Sales	e-Account Plans	●	■	■	■	■	■	\$285	\$302	\$17	0.3		
Detail Finance	Mortgage Services PPA to Raleigh	●	■	■	■	■	■	\$5	\$300	\$295	3.0		
Detail Operations & U/W	Electronic Hot Button Repository	●	■	■	■	■	■	\$50	\$235	\$235	0.2	4.0	
Detail Marketing	e-VOC Online - FYI Process	●	■	■	■	■	■	\$279	\$279	\$279	2.0		
Detail Finance	PPSA Automation	●	■	■	■	■	■	\$240	\$240	\$240	3.0		
Detail MIS/DO	COM Phase 1	●	■	■	■	■	■	\$339	\$240	(\$93)	1.4	4.0	
Detail Legal	Access To Form Contracts / Agreements	●	■	■	■	■	■	\$200	\$200	\$200	1.0		
Detail Operations & U/W	AI Central Phase 3 (LP)	●	■	■	■	■	■	\$185	\$158	(\$27)	1.2	1.5	3.0
Detail Marketing	Product Simplification	●	■	■	■	■	■	\$150	\$150	\$150	1.0		
Detail Sales	e-Master Policy Registration (CF - Operations)	●	■	■	■	■	■	\$24	\$145	\$122	0.2	1.5	
Detail Operations & U/W	Automate AI Central II With Docus (DU)	●	■	■	■	■	■	\$155	\$124	(\$31)	1.3	1.5	
Detail Marketing	e-VOC Phase 1 (CF - Sales)	●	■	■	■	■	■	\$123	\$123	\$123			
Detail Operations & U/W	Excel On The Net	●	■	■	■	■	■	\$106	\$106	\$106			6.0
Detail Operations & U/W	Un/Net/CSUP Print Preview	●	■	■	■	■	■	\$101	\$101	\$101			
Detail Finance	Enhanced Pricing Model	●	■	■	■	■	■	\$100	\$100	\$100	1.0		
Detail Systems	Database Digitization	●	■	■	■	■	■	\$90	\$90	\$90	1.0		
Detail Sales	PCS Automation	●	■	■	■	■	■	\$85	\$85	\$85	1.0		
Total								\$2,843	\$2,140	\$703	92.5	7.0	6.0

First Next Prior Last Charter Print Add Back Exit

Record 1 of 110

Form View

29/42

FIG. 28

1300

Microsoft Access [eMake Project Summary] File Edit View Insert Format Records Tools Window Help

GE Mortgage e-Business e-Make Project Summary

Selection Criteria	Status: Complete	Impact: Estimate	Finance: All	Type: All	Category: All	Class: All
			Annual Pre-Tax Impact	FTE	Implementation	Exp Reduction
			Implem Rev Exp Less Payback	GE Contract Relo	2000 2001 2002 2000 2001 2002 Cap	
Project Title	Type Status Deliver	Phase				
Digitization of GDP - High Severity Compliance	QH G 07/15/01	Complete				
Digitization of GDP - Low Severity Compliance	QH G 07/15/01	Complete				
Compliance Policies And Definitions On The Web	QH G 08/01/00	Complete				
Spirit & Letter Training On The Web	QH G 07/15/01	Complete	\$1			\$1
Regulation Of Compliance Bulletins	QH G 08/01/00	Complete				
Compliance Training On Web 3 (CF - Sales)	TG G 12/18/00	Complete	\$72			\$44
Early Warning System	QH G 07/26/01	Complete				
Total APPROVED For Compliance			\$73			\$44 \$1
Privacy Training Via CBT	QH G 08/07/01	Complete				
Issue Tracking System	QH G 07/26/01	Complete				
Total NOT APPROVED For Compliance						
Totals For Compliance			\$73			\$44 \$1
E-Bills Database - Financials	QH G 08/15/00	Complete				0 2
Total APPROVED For E-Business						0 2
Links From ME to RealTrane	QH Y 01/26/00	Complete				
Private Label Website For Customers	QH R 04/15/00	Complete				
B2B Phase 2	QH R 01/15/01	Complete				
GEFC On RealTrane	QH Y 07/01/01	Complete				
Wholesale HSP Via All Central	QH R 07/04/01	Complete				
Total NOT APPROVED For E-Business						
Totals For E-Business						0 2

Page: 14 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 1222 1223 1224 1225 1226 1227 1228 1229 1230 1231 1232 1233 1234 1235 1236 1237 1238 1239 1240 1241 1242 1243 1244 1245 1246 1247 1248 1249 1250 1251 1252 1253 1254 1255 1256 1257 1258 1259 1260 1261 1262 1263 1264 1265 1266 1267 1268 1269 1270 1271 1272 1273 1274 1275 1276 1277 1278 1279 1280 1281 1282 1283 1284 1285 1286 1287 1288 1289 1290 1291 1292 1293 1294 1295 1296 1297 1298 1299 1300 1301 1302 1303 1304 1305 1306 1307 1308 1309 1310 1311 1312 1313 1314 1315 1316 1317 1318 1319 1320 1321 1322 1323 1324 1325 1326 1327 1328 1329 1330 1331 1332 1333 1334 1335 1336 1337 1338 1339 1340 1341 1342 1343 1344 1345 1346 1347 1348 1349 1350 1351 1352 1353 1354 1355 1356 1357 1358 1359 1360 1361 1362 1363 1364 1365 1366 1367 1368 1369 1370 1371 1372 1373 1374 1375 1376 1377 1378 1379 1380 1381 1382 1383 1384 1385 1386 1387 1388 1389 1390 1391 1392 1393 1394 1395 1396 1397 1398 1399 1400 1401 1402 1403 1404 1405 1406 1407 1408 1409 1410 1411 1412 1413 1414 1415 1416 1417 1418 1419 1420 1421 1422 1423 1424 1425 1426 1427 1428 1429 1430 1431 1432 1433 1434 1435 1436 1437 1438 1439 1440 1441 1442 1443 1444 1445 1446 1447 1448 1449 1450 1451 1452 1453 1454 1455 1456 1457 1458 1459 1460 1461 1462 1463 1464 1465 1466 1467 1468 1469 1470 1471 1472 1473 1474 1475 1476 1477 1478 1479 1480 1481 1482 1483 1484 1485 1486 1487 1488 1489 1490 1491 1492 1493 1494 1495 1496 1497 1498 1499 1500 1501 1502 1503 1504 1505 1506 1507 1508 1509 1510 1511 1512 1513 1514 1515 1516 1517 1518 1519 1520 1521 1522 1523 1524 1525 1526 1527 1528 1529 1530 1531 1532 1533 1534 1535 1536 1537 1538 1539 1540 1541 1542 1543 1544 1545 1546 1547 1548 1549 1550 1551 1552 1553 1554 1555 1556 1557 1558 1559 1560 1561 1562 1563 1564 1565 1566 1567 1568 1569 1570 1571 1572 1573 1574 1575 1576 1577 1578 1579 1580 1581 1582 1583 1584 1585 1586 1587 1588 1589 1590 1591 1592 1593 1594 1595 1596 1597 1598 1599 1600 1601 1602 1603 1604 1605 1606 1607 1608 1609 1610 1611 1612 1613 1614 1615 1616 1617 1618 1619 1620 1621 1622 1623 1624 1625 1626 1627 1628 1629 1630 1631 1632 1633 1634 1635 1636 1637 1638 1639 1640 1641 1642 1643 1644 1645 1646 1647 1648 1649 1650 1651 1652 1653 1654 1655 1656 1657 1658 1659 1660 1661 1662 1663 1664 1665 1666 1667 1668 1669 1670 1671 1672 1673 1674 1675 1676 1677 1678 1679 1680 1681 1682 1683 1684 1685 1686 1687 1688 1689 1690 1691 1692 1693 1694 1695 1696 1697 1698 1699 1700 1701 1702 1703 1704 1705 1706 1707 1708 1709 1710 1711 1712 1713 1714 1715 1716 1717 1718 1719 1720 1721 1722 1723 1724 1725 1726 1727 1728 1729 1730 1731 1732 1733 1734 1735 1736 1737 1738 1739 1740 1741 1742 1743 1744 1745 1746 1747 1748 1749 1750 1751 1752 1753 1754 1755 1756 1757 1758 1759 1760 1761 1762 1763 1764 1765 1766 1767 1768 1769 1770 1771 1772 1773 1774 1775 1776 1777 1778 1779 1780 1781 1782 1783 1784 1785 1786 1787 1788 1789 1790 1791 1792 1793 1794 1795 1796 1797 1798 1799 1800 1801 1802 1803 1804 1805 1806 1807 1808 1809 1810 1811 1812 1813 1814 1815 1816 1817 1818 1819 1820 1821 1822 1823 1824 1825 1826 1827 1828 1829 1830 1831 1832 1833 1834 1835 1836 1837 1838 1839 1840 1841 1842 1843 1844 1845 1846 1847 1848 1849 1850 1851 1852 1853 1854 1855 1856 1857 1858 1859 1860 1861 1862 1863 1864 1865 1866 1867 1868 1869 1870 1871 1872 1873 1874 1875 1876 1877 1878 1879 1880 1881 1882 1883 1884 1885 1886 1887 1888 1889 1890 1891 1892 1893 1894 1895 1896 1897 1898 1899 1900 1901 1902 1903 1904 1905 1906 1907 1908 1909 1910 1911 1912 1913 1914 1915 1916 1917 1918 1919 1920 1921 1922 1923 1924 1925 1926 1927 1928 1929 1930 1931 1932 1933 1934 1935 1936 1937 1938 1939 1940 1941 1942 1943 1944 1945 1946 1947 1948 1949 1950 1951 1952 1953 1954 1955 1956 1957 1958 1959 1960 1961 1962 1963 1964 1965 1966 1967 1968 1969 1970 1971 1972 1973 1974 1975 1976 1977 1978 1979 1980 1981 1982 1983 1984 1985 1986 1987 1988 1989 1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329 2330 2331 2332

30/42

FIG. 29

1350

Microsoft Access [Finance Summary For 1 Core Process]

File Edit View Insert Format Records Tools Window Help

GE Mortgage e-Business

2001 Expense/FTE Summary - MISSO

Selection Criteria	Status	Complete	Impact Estimate	Finance All	Type All	Category All	Class All											
Project	Status	Deliver	Phase	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Y-T-D	Arrival
WorkPlan System Phase 1 AI Solicitation	G	07/11/01	Complete	(\$40)	(\$38)	(\$40)	(\$38)									(\$153)	(\$153)	(\$468)
Auto Renewal Of Closing Info To Services	G	07/11/01	Complete	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$18)	(\$18)	(\$24)
Pipeline Reports - Delegated Customer - Freddie	G	06/11/00	Complete	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$27)	(\$27)	(\$60)
Billing Online RM Phase 1 Info And Data	G	07/20/01	Complete					(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$3)	(\$27)	(\$27)	(\$38)
Web Enable Pay History RM Phase 2 External	G	06/11/00	Complete															
e-Bill Inquiry Reporting RM	G	12/10/00	Complete					(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$2)	(\$12)	(\$12)	(\$18)
e-LMO Fasttrack (Default Decision For Modified LMO)	G	07/30/01	Complete	(\$48)	(\$42)	(\$46)	(\$43)	(\$48)	(\$45)	(\$22)						(\$294)	(\$294)	(\$847)
COM Phase 1	G	07/30/01	Complete										(\$20)	(\$20)	(\$20)	(\$60)	(\$60)	(\$240)
Total E-Project Expense Reduction				\$58	\$50	\$58	\$56	\$53	\$58	\$57	\$59	\$54	\$58	\$57	\$58	\$608	\$610	\$1,428
All Other Reductions / Increases				14	(\$8)	(\$6)	(\$5)	(\$28)	(\$3)	(\$16)	(\$5)	(\$5)	(\$5)	(\$5)	(\$5)	(\$103)	(\$11,918)	(\$588)
Targeted Cost Reduction (Vs PY)				(\$58)	(\$157)	(\$158)	(\$155)	(\$170)	(\$122)	(\$142)	(\$3)	(\$72)	(\$158)	(\$5)	(\$140)	(\$14,548)	(\$11,904)	
E-Prospect % Of Total				37%	50%	50%	50%	22%	48%	26%	48%	50%	50%	50%	50%	7%	30%	50%
Current Year Actual				1582	1402	1487	1405	1408	1537							13,056	18,056	
Current Year Plan				1578	1481	1481	1578	1481	1481	1578	1481	1481	1578	1481	1481	14,555	14,814	
Current Year Variance To Plan				24	(\$79)	18	128	(\$73)	156	(\$93)	(\$93)	(\$93)	(\$93)	(\$93)	(\$93)	1,501	3,242	
Price Year Actual				1628	1648	1671	1671	1751	1603	1718	1684	1553	1734	1672	1682	17,798	13,588	
Variance To Prior Year				(\$37)	(\$246)	(\$144)	(\$68)	(\$348)	(\$148)	(\$178)	(\$148)	(\$125)	(\$134)	(\$147)	(\$108)	(\$14,742)	(\$2,642)	

Page: 14

Ready

31/42

FIG. 30

1400

GE Mortgage e-Business															
2001 Expense/FTE Summary - MISSO															
Selection Criteria	Status: Complete	Impact: Estimate				Finance: All				Type: All	Category: All				Class: All
Core Process		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Y-T-D Annual
Compliance															
E-Business															
Finance		(\$17)	(\$18)	(\$42)	(\$43)	(\$47)	(\$66)	(\$68)	(\$68)	(\$67)	(\$66)	(\$100)	(\$98)	(\$718)	(\$1,298)
HFI		(\$1)	(\$0)	(\$7)	(\$7)	(\$7)	(\$7)	(\$10)	(\$13)	(\$13)	(\$12)	(\$12)	(\$12)	(\$73)	(\$152)
Investments		(\$5)	(\$4)	(\$6)	(\$29)	(\$30)	(\$28)	(\$30)	(\$30)	(\$25)	(\$26)	(\$25)	(\$26)	(\$265)	(\$356)
Legal		(\$4)	(\$6)	(\$15)	(\$23)	(\$22)	(\$23)	(\$23)	(\$23)	(\$22)	(\$23)	(\$23)	(\$23)	(\$208)	(\$272)
Marketing		(\$61)	(\$64)	(\$72)	(\$70)	(\$72)	(\$70)	(\$57)	(\$41)	(\$43)	(\$38)	(\$32)	(\$33)	(\$651)	(\$665)
MISSO		(\$83)	(\$84)	(\$83)	(\$80)	(\$81)	(\$80)	(\$77)	(\$14)	(\$14)	(\$30)	(\$27)	(\$28)	(\$630)	(\$1,423)
Operations & UW		(\$28)	(\$43)	(\$58)	(\$67)	(\$75)	(\$73)	(\$73)	(\$73)	(\$73)	(\$80)	(\$55)	(\$82)	(\$718)	(\$1,002)
Risk															
Sales		(\$157)	(\$176)	(\$207)	(\$228)	(\$258)	(\$260)	(\$284)	(\$284)	(\$273)	(\$284)	(\$275)	(\$226)	(\$2,814)	(\$3,123)
Sourcing															
Systems															(\$151)
UK MI															
Total E-Project Expense Reduction		(\$361)	(\$387)	(\$485)	(\$549)	(\$574)	(\$585)	(\$584)	(\$548)	(\$509)	(\$573)	(\$548)	(\$486)	(\$6,208)	(\$8,592)
All Other Reductions / Increases		\$1,809	\$1,406	\$54	\$1,855	(\$275)	\$465	(\$439)	(\$721)	\$195	(\$1,156)	(\$276)	(\$3,816)	(\$310)	\$5,138
Targeted Cost Reduction (Vs PT)		\$1,448	\$1,833	\$431	\$1,184	(\$848)	\$260	(\$1,017)	(\$769)	(\$314)	(\$1,931)	(\$829)	(\$4,312)	(\$4,518)	\$548
E-Projects % Of Total		(29%)	(38%)	11%	(50%)	68%	(28%)	57%	71%	16%	34%	57%	12%	95%	(68%)
Current Year Actual		\$9,624	\$10,139	\$10,622	\$11,522	\$10,244	\$10,795							\$65,576	\$65,576
Current Year Plan		\$10,371	\$9,713	\$9,647	\$11,226	\$8,581	\$8,615	\$10,432	\$3,819	\$8,838	\$10,347	\$8,664	\$4,587	(\$115,630)	\$38,942
Current Year Variance To Plan		(\$1,347)	\$426	\$975	\$2,294	\$1,343	\$1,170	(\$10,432)	(\$8,519)	(\$8,838)	(\$10,347)	(\$8,664)	(\$4,587)	(\$154,604)	(\$23,364)
Prior Year Actual		\$9,523	\$9,829	\$10,476	\$10,120	\$10,429	\$9,335	\$11,449	\$9,695	\$9,152	\$12,278	\$9,487	\$12,399	\$123,058	\$23,384
Variance To Prior Year		\$101	\$1,519	\$544	\$3,402	\$455	\$1,450	(\$11,449)	(\$9,688)	(\$9,152)	(\$12,278)	(\$9,487)	(\$12,399)	(\$57,402)	(\$22,916)

32/42

FIG. 31

1450

GE Mortgage e-Business														
Marketing Project Summary														
Selection Criteria	Status	Complete	Impact	Estimate	Finance: All	Type	All	Category: All	Class: All					
Project Title	Project Leader	Marketing Specialist	Marketing Communication	Customer Benefit	Segment	Type	Priority	Status	Deliver	Touchpoints	D	M	A	I
Link From W To RealTrac	Mitchell, Michele			Speed	R	GH	D	Y	06/20/00	NewWeb	Elie	D	M	A
Private Label Initiatives For Customers	Mitchell, Michele			Full	R	GH	D	R	06/01/00					
BSB Phase 2	Mitchell, Michele			Speed	W	GH	D	R	01/13/01					
BSB On RealTrac	Mitchell, Michele			Speed	R	GH	D	Y	07/01/01					
Website MP Via AU Control	Mitchell, Michele			Full	W-C	GH	D	R	07/09/01					
Total For E-Business														
Captive Reinsurance Wizard	Carl, Tim	Adams, Dale	Ingalls, Nancy	Speed	R-W-C-S	GH	D	Y	12/18/00	1	2			
Contract U/P Billing Phase 2 (CP - Operations)	Wentz, Elizabeth	Adams, Dale	Ingalls, Nancy	Speed	R-W-C-S	TG	D	G	12/11/00					
New Reinsurance System	Reese, Sandy	Adams, Dale		Speed	R-W-C-S	TG	A	G	02/01/01	4				
Total For Finance														
Product Classification (CP - Marketing)														
Total For Legal														
Single Financed Premium Analyzer	Hellman, Greg			Products	R-W-C-S	GH	D	G	05/21/00	2	2			
Single Premium Refund Calculator	Jobe, Bruce			Products	R-W-C-S	GH	D	G	05/21/00	1	1	4		
e-Verde Program	Thomson, Ann		Reynolds, Julie	7 7	R-W-C	GH	D	G	06/23/00	4	1			
LPKI On The Web	Serge, Steve		Arthur, Bart	Products	R-W-C	GH	D	G	07/24/00	1	1			
User ID Card Promotion	Thomson, Ann		Ingalls, Nancy	7 7	R-W-C-S	GH	D	G	08/20/00	2				
Roadmap 3 - FYI VOC & MP1	Johnson, Barry			R-W-C	GH	D	R		08/12/00					
SIC Web Site Phase 1	Kalishewsky, Carol	Moskale, Jesse		Full	R-W-C	TG	D	R	01/17/01	5	5			
Development Of India (DECIS) Products OFSS	Alexander, John			Speed	R-W-C-S	GH	D	G	06/11/01					
OFSS - Captive Reinsurance Reporting	Belandrs, Peter			7 7		GH	D	G	08/07/01					
Digitize Narcoam Approval Process	Wilson, Wore					GH	D	R	08/10/01	8	4			
Total For Marketing														
7 21 11														

33/42

FIG. 32

1500

Microsoft Access [E Blitz TouchPoint Spread]

File Edit View Insert Format Records Tools Window Help

TouchPoints - All Core Processes

Selection Criteria	Select: All	Impact Estimate	Finance All	Type All	Category All	Class All										
Calendar Year 2001	Baseline	2000	2000	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2001
Starting Manual TouchPoints	6,503	6,503	6,439	6,110	5,339	5,320	5,839	5,795	5,789	5,715	5,673	5,614	5,601	5,596	5,596	6,110
Created			4		3		3									6
Eliminated			8	115	51	8	72	22	1	32	10	15	7	5		223
Web Enhanced			6	268	120	14	9	25	5	42	32	44	6			287
Ending Manual TouchPoints			6,489	6,110	5,939	5,920	5,839	5,795	5,789	5,715	5,673	5,614	5,601	5,596	5,596	5,596
Starting Web-Enabled TouchPoints	479	479	479	755	904	918	932	957	962	1,004	1,036	1,080	1,086	1,086	1,086	755
Created				4	29		5									34
Eliminated																
Converted From Manual			6	268	120	14	9	25	5	42	32	44	6			297
Ending Web-Enhanced TouchPoints			479	755	904	918	932	957	962	1,004	1,036	1,080	1,086	1,086	1,086	1,086
Starting Total TouchPoints	6,976	6,976	6,968	6,865	6,843	6,838	6,771	6,752	6,751	6,719	6,709	6,694	6,687	6,682	6,682	6,865
Created				12	29	3	5									48
Eliminated			6	115	51	8	72	22	1	32	10	15	7	5		223
Ending Total TouchPoints			6,968	6,865	6,843	6,838	6,771	6,752	6,751	6,719	6,709	6,694	6,687	6,682	6,682	6,682
% TouchPoints Digitized			7%	11%	13%	13%	14%	14%	14%	15%	15%	16%	16%	16%	16%	16%
% TouchPoints Eliminated			8%	7%	2%	3%	4%	4%	4%	4%	5%	5%	5%	5%	5%	5%

Print Back Exit

Form View

34/42

FIG. 33

1550

Microsoft Access (Summary Report - By Delivery Date)										
File Edit View Insert Format Records Tools Window Help										
GE Mortgage e-Business Project Delivery Schedule										
Selection Criteria Status: Complete Impact Estimate Finance All Type: All Category: All Class All										
Delivery	Priority	Core Process	Project Leader	Systems Leader	Project Title	Focus	D M A I C	D M A D V	Phase	
December 1999	D	Operations & U/W	Carnahan, Kim	Dowdell, Kyle	Excel On The Net	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Operations & U/W	Mabe, Susan	Morris, Gail	Easy Submit On The Net	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
May 2000	D	Marketing	Hallman, Greg	Noble, Bob	Single Financed Premium Analyzer	Both	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Jobe, Bruce	Noble, Bob	Single Premium Refund Calculator	Both	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Johnson, Barry	Summerville, John	Market Research Electronic Surveys	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Mizelle, Jason	Noble, Bob	Product Information On The SFE Web Site	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
June 2000	C	Compliance	Folk, Jane	Unknown	Compliance Policies And Guidelines On The Web	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Compliance	Folk, Jane	Unknown	Digitization Of Compliance Bulletin	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	E-Business	Mitchell, Michele	Noble, Bob	Links From GE To RealTrans	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Investments	Bell, Kathi	Matthews, Mark	Investment Policy On The Internet	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Thomas, Ann	Noble, Bob	e Words Promotion	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
July 2000	A	MISSO	Sellers, Sheila	Summerville, John	WordFlow System (Phase I A) Solicitation	Unknown	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	HRI	Goldenberg, Lynn	Allen, Christine	Oracle HRI Online	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Bettner, MariaLeo	Nobley, Debbie	Online Report Access 1	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Jones, Kelvin	Summerville, John	e-VOC Online - FYI Process	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Sorge, Steve	Summerville, John	LPNI On The Web	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
August 2000	D	Investments	Bell, Kathi	Nobley, Debbie	Investment Accounting Software Functionality	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Legal	Cordell, Sherie	Unknown	Intellectual Property / Legal Info Online	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Jobe, Bruce	Hilligan, Cheryl	Marketing Internet	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Thomas, Ann	Noble, Bob	User ID Card Promotion	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
September 2000	D	E-Business	Mitchell, Michele	Strawbridge, Gary	E Bizit Database - Financials	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	E-Business	Mitchell, Michele	Noble, Bob	Private Label Websites For Customers	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Black, Christine	Unknown	Product Management	Internal	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Marketing	Johnson, Barry	Sims, Kristin	Roadmap 3 - FYI VOC & MPI	Both	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	MISSO	Williamson, Danny	Summerville, John	Auto Download Of Closing Info To Services	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Operations & U/W	Carnahan, Kim	Morris, Gail	On-Site Transmittal Via File Extract On The Web	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Operations & U/W	Thompson, Bill	Morris, Gail	Automate All Central II With Dexma (DU)	External	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	
	D	Systems	Unknown	Unknown	Security Digitization	Unknown	■ ■ ■ ■ ■	■ ■ ■ ■ ■	Complete	

35/42

FIG. 34

- 1600

Microsoft Access (Summary Report Project Review)
File Edit View Insert Format Records Tools Window Help
GE Mortgage e-Business
Project Tollgate Review

Selection Criteria	Status: Complete	Impact: Estimate	Finance: All	Type: All	Category: All	Class: All
Core Process	Project Title	Exp/Loss	Implement	Years to Touch	Points Review	Board Peer
E-Business Leads	Project Leader	Takeout	Costs	Payback	Web	Elis
Compliance	Compliance Training On Web 3 (CF - Sales)	\$72	7	3	07/27/00	● ●
Folk, Jane	Woeble, Debbie					● ●
Finance	Contact U/W Billing Phase 2 (CF - Operations)	\$40				● ●
Upton, Jerome	Wentz, Elizabeth					● ●
	Mortgage Services Accounting To DECIS	\$500				● ●
	Upton, Jerome					● ●
	Newline Insurance System					● ●
	Reese, Sandy					● ●
HR	Electronic EMS	\$5				● ●
Wilson, Worth	Wilson, Worth					● ●
	Onboard Process For New Hires	\$8				● ●
	Dabkowski, Laura					● ●
	Resume Management	\$63				● ●
	Dabkowski, Laura					● ●
Legal	Rate Filing Status (CF - Marketing)	\$2				● ●
O'Connor, Art	Parker, Barbara					● ●
	Rate Filing Status (CF - Marketing)	\$2				● ●
	Parker, Barbara					● ●
Marketing	B2C Web Site Phase 1	\$305				● ●
Jobe, Bruce	Kalameyoff, Carol					● ●
	e-WOC Online - FYI Process	\$279				● ●
	Jones, Kevin					● ●
	Online Rate Filing Status (CF - Legal)	\$79	\$12	0.2	4	5
	Parker, Barbara					● ●
	Online Rate Filing Status (CF - Legal)	\$79	\$12	0.2	4	5
	Parker, Barbara					● ●
	Product Management					● ●
	Block, Christian					● ●

Page: 14 4
1 2 3 4
Ready

36/42

FIG. 35

1650

Microsoft Access (Team Member Maintenance)

File Edit View Insert Format Records Tools Window Help

Team Member Maintenance

1st Name	Last Name	Full Name	Work Phone	Core Process	Active
Mark	Acri	Acri, Mark	919-946-4338	Systems	Y
Dale	Adams	Adams, Dale	919-946-4518	E-Business	Y
Beth	Adcock	Adcock, Beth	919-946-4640	NISSO	Y
John	Alexander	Alexander, John	919-946-2443	Marketing	Y
Christine	Allen	Allen, Christine	919-946-2466	Systems	Y
Pope	Allison	Allison, Pope	919-999-9999	Systems	Y
Julie	Anderson	Anderson, Julie	919-999-9999	Operations & U/W	Y
Chris	Antonello	Antonello, Chris	919-946-4385	Marketing	Y
Sia	Antonopolo	Antonopolo, Sia	919-999-9999	NISSO	Y
Sanjay	Arangala	Arangala, Sanjay	919-946-4598	Risk	Y
Kurt	Arhart	Arhart, Kurt	919-946-3124	Marketing	Y
Nancy	Arhart	Arhart, Nancy	919-946-2435	Systems	Y
Steve	Arantz	Arantz, Steve	919-946-4645	Systems	Y
Jim	Arnold	Arnold, Jim	919-946-4234	Systems	Y
Mamie	Armad	Armad, Mamie	919-946-4350	NISSO	Y
Cheri	Aschenbrenner	Aschenbrenner, Cheri	919-999-9999	Operations & U/W	Y
Dawn	Aschenbrenner	Aschenbrenner, Dawn	919-946-4404	NISSO	Y
Phil	Ayscoe	Ayscoe, Paul	919-946-4301	Finance	Y
Tammy	Ayscoe	Ayscoe, Tammy	919-999-9999	NISSO	Y
Sheri	Baird	Baird, Sheri	919-946-4114	Systems	Y
John	Balga	Balga, John	919-999-9999	E-Business	Y
Karen	Barnes	Barnes, Karen	919-999-9999	NISSO	Y
Julie	Beauvais	Beauvais, Julie	919-946-2406	Marketing	Y
Kathi	Bell	Bell, Kathi	919-946-3157	Finance	Y
Dana	Bennett	Bennett, Dana	919-946-4685	Systems	Y
Tom	Berry	Berry, Tom	919-946-4231	Systems	Y
Bob	Berkman	Berkman, Bob	919-946-4478	Systems	Y

First Next Prior Last Add Delete Back Exit

Record: 14 of 449

Form View

37/42

FIG. 36

1700

Microsoft Access [E-Blitz Core Process Finance History]

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz Finance History Data

Core Process	K1330
Year	2001

Expenses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	1777	1402	1487	1605	1403	1557							\$3,056
Budget	\$576	\$481	\$481	\$576	\$481	\$481	\$576	\$481	\$576	\$481	\$481	\$481	\$6,155

GE FTE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	70.5	70.5	70.0	70.0	67.0	66.0							69.0
Budget	71.0	71.0	71.0	71.0	71.0	71.0	71.0	69.0	67.0	64.0	62.0	61.0	88.3

Contract FTE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual													
Budget													

Relocation FTE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	48.0	45.0	45.0	42.0	39.0	39.0							43.0
Budget	49.0	48.0	48.0	47.0	47.0	47.0	46.0	46.0	45.0	45.0	45.0	45.0	46.5

Add	Delete	Back	Exit
-----	--------	------	------

E-Blitz Finance History Data

Form View

38/42

FIG. 37

1750

Microsoft Access (Core Process List)

File Edit View Insert Format Records Tools Window Help

Core Process List

Core Process	Core Process Owner	E-Business Leader	Total External Touchpoints	Total External Touchpoints	External Web Touchpoints	Internal Web Touchpoints	Total Annual Touches	Annual Manual Touches	Annual Web Touches
Capital Markets	Koala, Jim	Zelle, Jim					<NULL>	<NULL>	
Compliance	Johnson, Debbie	Folk, Jane	7	86		7	170,438	63,962	Y
Corporate Services	Jacobs, Jerry	Eckert, Kevin	5	5	1	1	63,410	<NULL>	<NULL>
E-Business	Mastasi, Rich	Popille, Rick					<NULL>	<NULL>	
Executive	Nann, Tom	Nann, Tom					<NULL>	<NULL>	
Finance	Weiland, Ted	Jones, Kelvin	56	511	13	144	1,480,575	<NULL>	<NULL>
Growth	Stackton, Daltiri	Stackton, Daltiri					<NULL>	<NULL>	
HR	Rabitz, Joanne	Myers, Mike	886	3543	5	22	1,388,800	<NULL>	<NULL>
Investments	Weiland, Ted	Jones, Kevin					<NULL>	<NULL>	
Legal	Miller, Gary	O'Connor, Ari	44	54		8	328,150	<NULL>	<NULL>
Marketing	Fain, Lewis	Caceres, Jorge	42	210		6	158,500	<NULL>	<NULL>
MISSO	Jacobs, Jerry	Williamson, Denny	154	118	5		8,223,716	995,795	5,227,321
Operations & U/V	Ramsey, Warren	Fortier, Angie	56	84	7	18	3,713,462	2,069,763	1,652,698
Quality	Dobbin, Rick	Dobbin, Rick	1	102		91	5,212	<NULL>	<NULL>
Risk	Marison, Sam	Dobkowski, Mark	29	135	2		6,216	6,186	30
Sales	Reeves, Mark	Orville, Vince	47	321	4	27	2,605,680	<NULL>	<NULL>
Sourcing	Gargani, Frank	Gargani, Frank	5	5			Y	<NULL>	<NULL>
Systems	Lally, Dan	Sallagher, Judy		510		112	Y	<NULL>	<NULL>
UK NI	Hett, Eddie	Cornhill, Jed					Y	<NULL>	<NULL>

First Next Prior Last Add Delete Back Exit

Record 14 of 15

Form View

39/42

FIG. 38

1800

Microsoft Access [Top Level Indicator List]

File Edit View Insert Format Records Tools Window Help

Close

Top Level Indicators

Display Sequence	Top Level Indicator
2	NR Premiums
4	% Revenue From New Products
6	Market Share
8	% Certificates With Omni <620
10	Total Losses YTD
12	Total Expenses Per Certificate YTD
14	Net Investment Income
16	Customer Satisfaction
18	Employee Turnover

First Next Prior Last Add Delete Back Exit

Record 1 of 3

Form View

FIG. 39

1850

Microsoft Access [Customer Title List]

File Edit View Insert Format Records Tools Window Help

Close

Customer Title List

Display Sequence	Customer Title
2	CEO / President
4	VP Originations
6	VP Operations
8	VP Production
10	VP Servicing
12	VP Secondary
14	VP Risk
16	Manager/Staff Branch
18	Manager/Staff Originations
20	Manager/Staff Operations
22	Manager/Staff Servicing
24	Manager/Staff Escrow
26	Manager/Staff Collections
28	Manager/Staff Workout
30	Manager/Staff Claims/REO
32	Manager/Staff Secondary
34	Loan Originator(s)

First Next Prior Last Add Delete Back Exit

Record: 14 of 17

Form View

41/42

FIG. 40

1900

Microsoft Access [E-Blitz System Parameters]

File Edit View Insert Format Records Tools Window Help

Close

E-Blitz System Parameters

Password	GE Business GE Mortgage	Last Update 08/28/2001	Release ID GE Mortgage Proprietary 2001 08 28	Business Heading GE Mortgage e-Business		
Competitor #1 MHC	Competitor #2 UGI	Competitor #3 Radian	Competitor #4 Triad	Competitor #5 PMIC	Competitor #6 PMI	Competitor #7 Other

Current SysAdmin Password	New SysAdmin Password	Confirm New Password
---------------------------	-----------------------	----------------------

Current Primary Password	New Primary Password	Confirm New Password
--------------------------	----------------------	----------------------

Current Secondary Password	New Secondary Password	Confirm New Password
----------------------------	------------------------	----------------------

Current Finance Password	New Finance Password	Confirm New Password
--------------------------	----------------------	----------------------

Back Exit

Form View

42/42

FIG. 41

1950

Microsoft Access [Process Step List]

File Edit View Insert Format Records Tools Window Help

Process Step List

Process Category	Process Phase	Process Step Text	Process Text Shading	Finance Lock Trigger	
DMAIC	Define	Link To Primary Customer CTB Established	<input type="checkbox"/>	<input type="checkbox"/>	
		Preliminary Problem Statement Documented & Revised With Sponsor	<input type="checkbox"/>	<input type="checkbox"/>	
		Indicator Correctly Represents Problem Area	<input type="checkbox"/>	<input type="checkbox"/>	
		Validated Process Map Defining Project Scope Complete	<input type="checkbox"/>	<input type="checkbox"/>	
		Project Charter/Schedule For Completing DMAIC Story Complete	<input type="checkbox"/>	<input type="checkbox"/>	
			N/A	<input type="checkbox"/>	<input type="checkbox"/>
	Measure	Data Collection Plan Developed & Executed	<input type="checkbox"/>	<input type="checkbox"/>	
		NSA/Gauge R&R Problems Investigated & Resolved	<input type="checkbox"/>	<input type="checkbox"/>	
		Situation Stratified To Competent Level Specific Enough To Analyze	<input type="checkbox"/>	<input type="checkbox"/>	
		Data Displayed With Appropriate Charts & Graphs	<input type="checkbox"/>	<input type="checkbox"/>	
		Final Problem Statement & Target(s) Defined Clearly Using Data	<input type="checkbox"/>	<input type="checkbox"/>	
			N/A	<input type="checkbox"/>	<input type="checkbox"/>
	Analyze	Cause-And-Effect Analysis Performed On The Problem	<input type="checkbox"/>	<input type="checkbox"/>	
		Four Causes Identified & Verified With Data	<input type="checkbox"/>	<input type="checkbox"/>	
		Root Cause With Probable Greatest Impact Selected	<input type="checkbox"/>	<input type="checkbox"/>	
		Opportunity Area Quantified	<input type="checkbox"/>	<input type="checkbox"/>	
				N/A	<input type="checkbox"/>
	Improve	Alternative Solutions Evaluated & Prioritized	<input type="checkbox"/>	<input type="checkbox"/>	
		Cost/Benefit Analysis Developed	<input type="checkbox"/>	<input type="checkbox"/>	
		Action Plan With Pilot (If Appropriate) Developed	<input type="checkbox"/>	<input type="checkbox"/>	
Verification Provided That Root Causes Were Eliminated Or Reduced		<input type="checkbox"/>	<input type="checkbox"/>		
			N/A	<input type="checkbox"/>	<input type="checkbox"/>
Control	Tracking Indicator Same As Was Used In Step 01 (Define)	<input type="checkbox"/>	<input type="checkbox"/>		
	NSA/Gauge R&R Problems Investigated & Resolved	<input type="checkbox"/>	<input type="checkbox"/>		
	Method To Assess Solutions Became Part Of Daily Work Developed	<input type="checkbox"/>	<input type="checkbox"/>		
	Specific Areas For Application Considered, PCG Developed/Revised	<input type="checkbox"/>	<input type="checkbox"/>		
	Plan In Place To Address Remaining Problem Components	<input type="checkbox"/>	<input type="checkbox"/>		
		N/A	<input type="checkbox"/>	<input type="checkbox"/>	

First Next Prior Last Unlock Back Exit

Record: 14 of 21 of 2

Form View